

# Amount of METCO Loans Closed Economic Development



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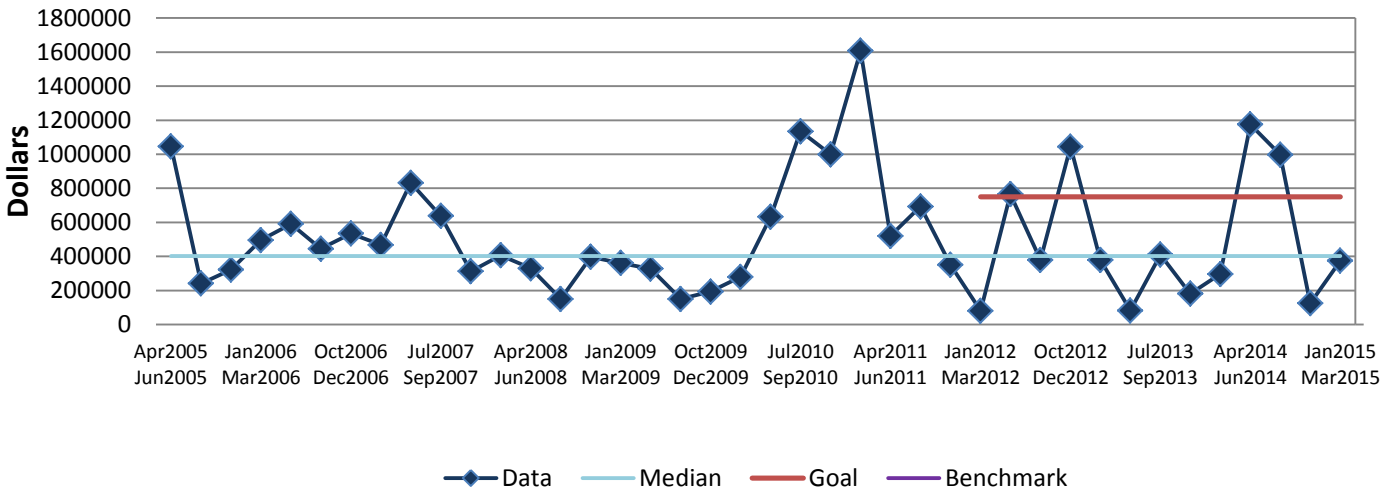
Process: Job creation-Outcome Measure

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY13, \$2,196,144 closed Goal: \$3M in METCO loans per FY/\$750K quarterly Benchmark: TBD	Data Source:  Goal Source: TBD  Benchmark Source: TBD	Select Plan-Do-Check-Act Step Measurement Method: Measure the dollar value of METCO loans which support small business Why Measure: The monthly sum of the dollar value of close METCO loans Next Improvement Step: TBD

## How Are We Doing?

Apr2010-Mar2015 5 Year Goal	Apr2010-Mar2015 5 Year Actual		Jan2015-Mar2015 Goal	Jan2015-Mar2015 Actual	
<b>9,750,000</b>	<b>12,233,059</b>		<b>750,000</b>	<b>375,100</b>	
Dollars	Dollars		Dollars	Dollars	

## Amount of METCO Loans Closed



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.